Additional Privacy Notice – Medloop and NHS services

For patients and service users

If you are receiving care from a health or care organisation, that organisation may share your NHS number with other organisations providing your care. This includes Medloop.

This is so that the health and care organisations use the same number to identify you whilst providing your care. By using the same number, the health and care organisations can work together more closely to improve your care and support.

There are two ways in which your NHS number may be shared with Medloop.

1. Your GP Practice may provide Medloop or our contracted clinicians with your NHS number to enable us to link to your records. This data is retained in line with our record retention policies and in accordance with the UK GDPR and Data Protection Act 2018, NHS records retention code of practice and legislation that requires us retain it.

2. Your NHS number is accessed through an NHS England service called the Personal Demographic Service (PDS). A health or care organisation sends basic information such as your name, address and date of birth to the PDS to find your NHS number. Once retrieved from the PDS, the NHS number is stored in a case management system. These data are retained in line with our record retention policies and in accordance with the UK GDPR and Data Protection Act 2018, NHS and Government record retention regulations and best practice.

Medloop will only share information to provide health and care. This will only be with clinicians directly involved in your care access to the most up-to-date information about you. Access to information is strictly controlled, based on the role of the clinician, and where they provide you with direct care.

Generally, it is recognised that the use of joined up information across health and social care brings many benefits. One specific example where this will be the case is the discharge of patients into social care. Delays in discharge (commonly known as bed blocking) can occur because details of social care involvement are not readily available to the staff on the hospital ward. The hospital does not know who to contact to discuss the ongoing care of a patient. The linking of social care and health information via the NHS number will help hospital staff quickly identify if social care support is already in place and who the most appropriate contact is. Ongoing care can be planned earlier in the process, because hospital staff will know who to talk to.

You have the right to object to the processing of your NHS number in this way. This will not stop you from receiving care but will result in the benefits outlined above not being realised. To help you decide, you can discuss this with your GP Practice. They will be able to explain how this may affect our ability to provide you with care, and any other options that you have.

If you wish to opt-out from the use of your NHS number in this way, you will need to contact your GP Practice.

NHS login

Please note that if you access the NHS services using your NHS login details, the identity verification services are managed by NHS England. NHS England is the controller for any

personal information you provided to NHS England to get an NHS login account and verify your identity and uses that personal information solely for that single purpose. For this personal information, NHS England's role is a "processor" only and they must act under the instructions provided by NHS England (as the "controller") when verifying your identity. To see NHS login's Privacy Notice and Terms and Conditions, go to their website.

This restriction does not apply to the personal information you provide to Medloop separately

NHS Care Identity Authentication (CIA)

Please note that if you access NHS services using your NHS Care Identity credentials, the identity access and management services are managed by NHS England. NHS England is the controller for any personal information you provided to NHS England to get a national digital identity and authenticate your claim to that identity and uses that personal information solely for that single purpose. For any personal information, their role is a "processor" only and we must act under the instructions provided by NHS England (as the "controller") when verifying your identity. To see NHS England's Privacy Notice and Terms and Conditions, please view their website page for NHS Care Identity Service.

This restriction does not apply to the personal information you provide to Medloop separately which is managed in accordance with our Privacy Policy.